

W. 02886A-10-0369

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 90588

Date: 10/27/2010

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Albert Klinger

Account Name: Albert Klinger

Home: (000) 000-0000

Street:

Work:

City: Payson

CBR

State: AZ Zip: 85541

is:

Utility Company: Kohl's Ranch Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

10/26 DOCKET NO. W-02886A-10-0369

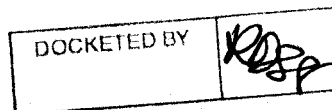
From: Al Klinger |
Sent: Friday, October 22, 2010 1:16 PM
To: Utilities Div - Mailbox
Subject: Docket No. W-02886A-10-0369

Arizona Corporation Commission
Consumer Services Section
1200 West Washington St.
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

OCT 28 2010



ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2010 OCT 28 P 3:31

RECEIVED

To whom it may concern:

I am a homeowner at Kohl's Ranch subdivision (438 Buenagua Rd.). It has come to my attention that ILX - the present water company is proposing to increase our rates by approximately 800%. I find this entirely unreasonable, especially in view of the incredibly poor service we have been receiving over the years.

The water taste is horrible (most residents buy bottled water). Water pressure during the peak summer month

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is down to a trickle. Frequently there is sand and/or clay present in the water. And the list goes on

I would agree that based on present rates a reasonable increase is justified. I would find 200% to 300% acceptable. HOWEVER, I would like to see a commitment (in writing) by ILX to upgrade the system and implement improvement that will correct the many problems that currently exist.

Respectfully,

Albert Klinger
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Docketed
End of Comments

Date Completed: 10/27/2010

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